

# Quarterly Service Performance Review

## First Quarter, FY 2012

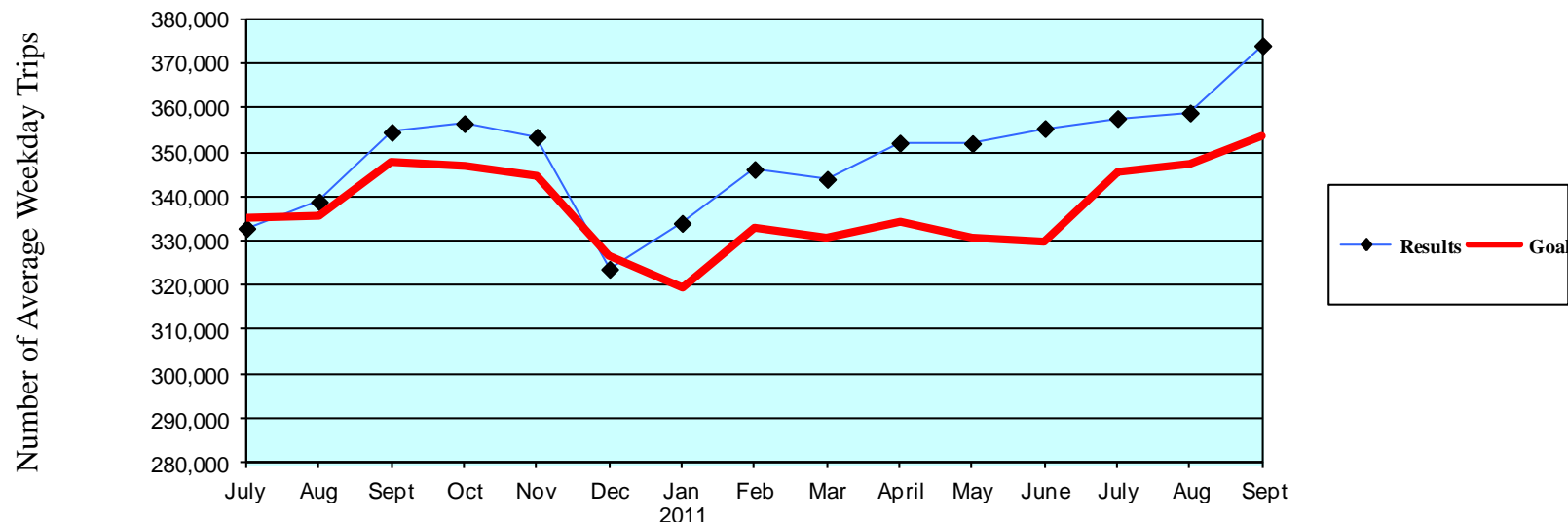
### July - September, 2011

Engineering & Operations Committee  
November 17, 2011

## FY12 First Quarter Overview...

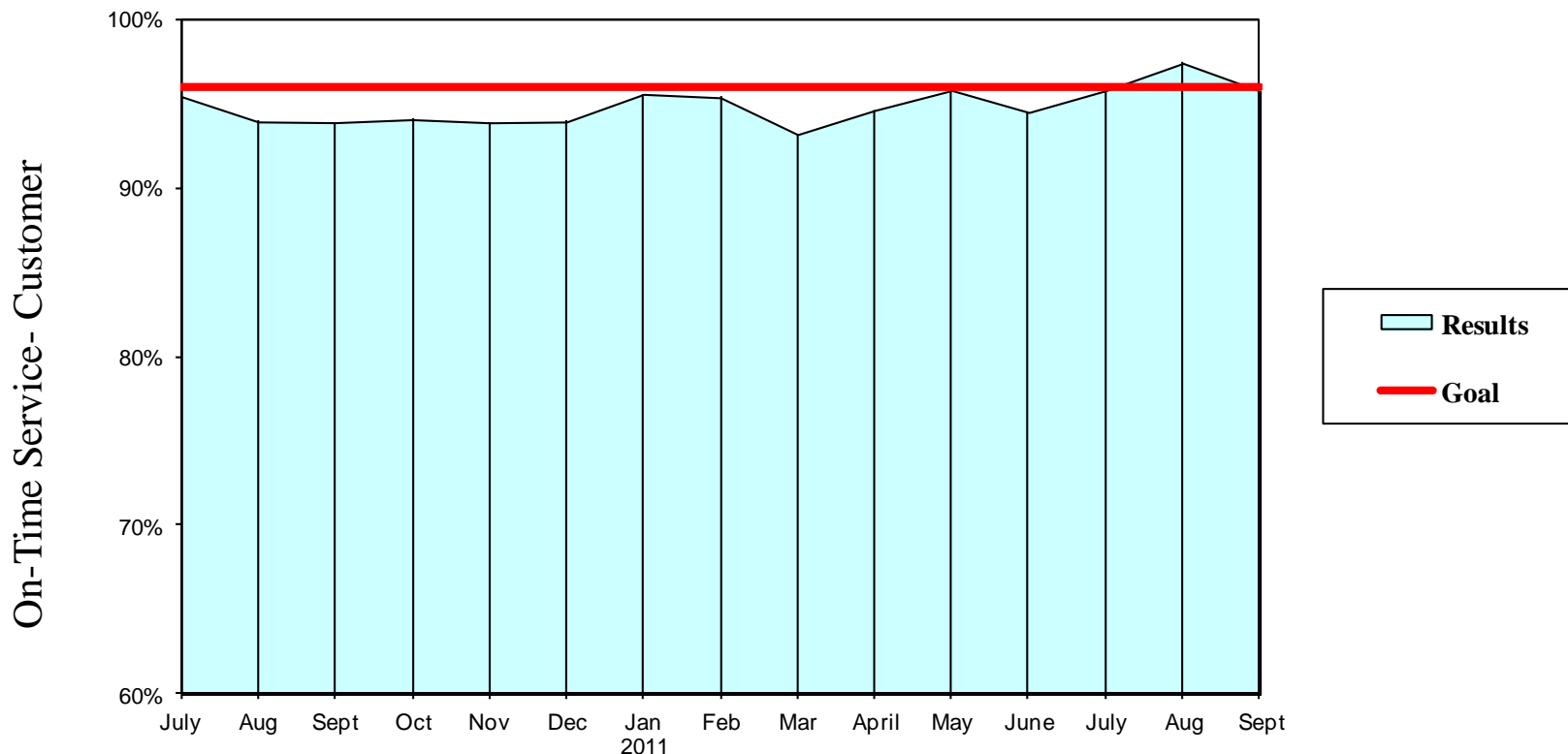
- ✓ Continued strong ridership growth above 6%
- ✓ In spite of protest activity, train service reliability was good
- ✓ Customer-related attributes (PES) generally improved, including cleanliness
- ✓ Availability indicators (AFC, Vertical Circulation, Car) above goal except for Street Escalators
- ✓ Complaints and compliments up, both driven largely by District response to protest activities and attempted disruption to service.

# Customer Ridership



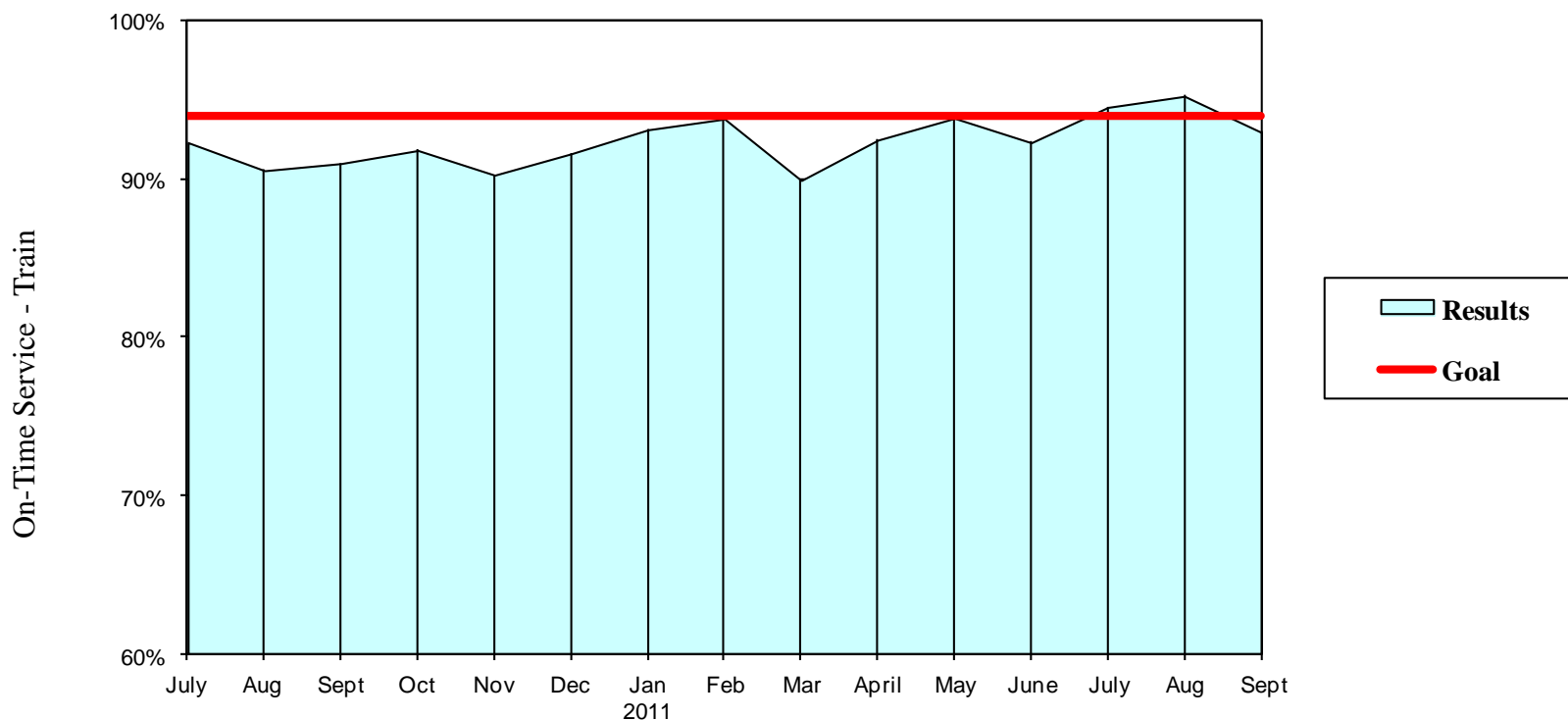
- ✓ Total ridership increased by 6.2% compared to same quarter last year.
- ✓ Average weekday ridership (363,539) up 6.3% over same quarter last year; core weekday ridership up by 5.9% and SFO Extension weekday ridership up by 9.4%.
- ✓ Saturday and Sunday up by 6.0% and 4.1%, respectively.
- ✓ September average weekday ridership (374,132), third highest ever
- ✓ Growth trend in ridership began in January.

# On-Time Service - Customer



- ✓ Goal met (96.36%), performance improved over last quarter
- ✓ 3 of 5 biggest delay events were protest-related.

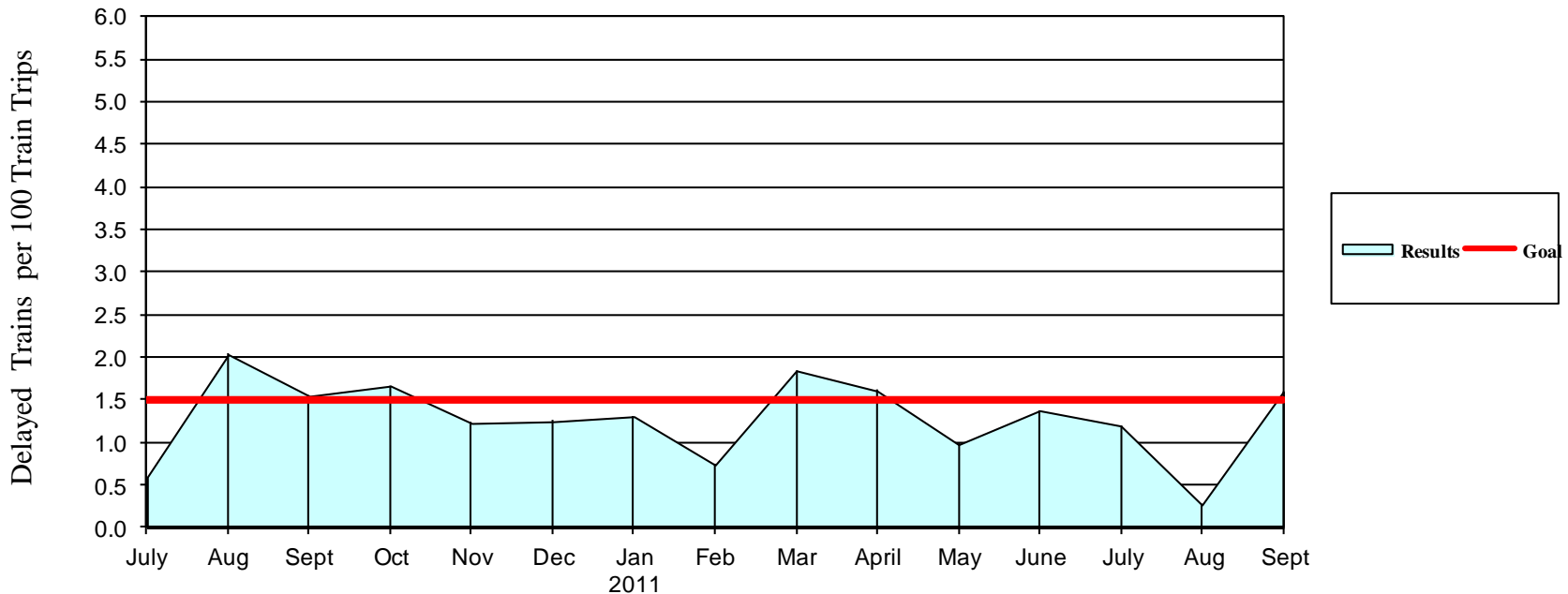
# On-Time Service - Train



- ✓ Goal met (94.32%), improved over last quarter
- ✓ 10 biggest delay events of the quarter included 3 protests (95, 69, and 56 late trains), power outage (64 late trains), earthquake (54 late trains), shooting (40 late trains) and person under a train (35 late trains).

# Wayside Train Control System

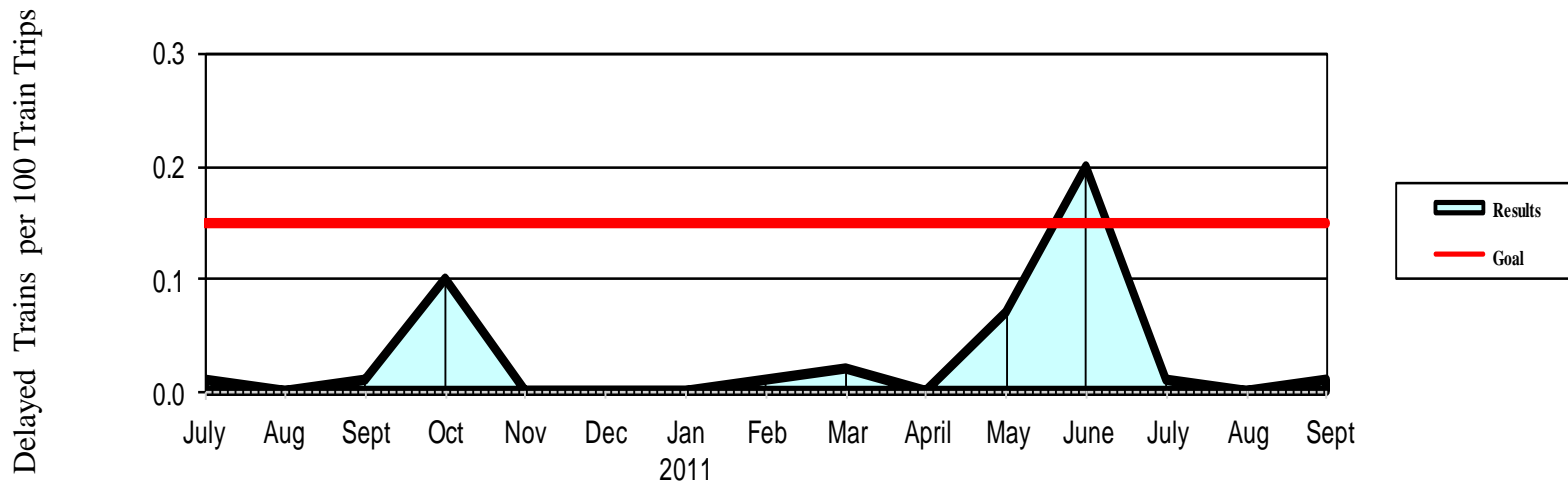
**Includes False Occupancy & Routing, Delays Per 100 Train Runs**



- ✓ Goal met, improved over last quarter
- ✓ Test Alstom G400A switch machines installed at four mainline locations

# Computer Control System

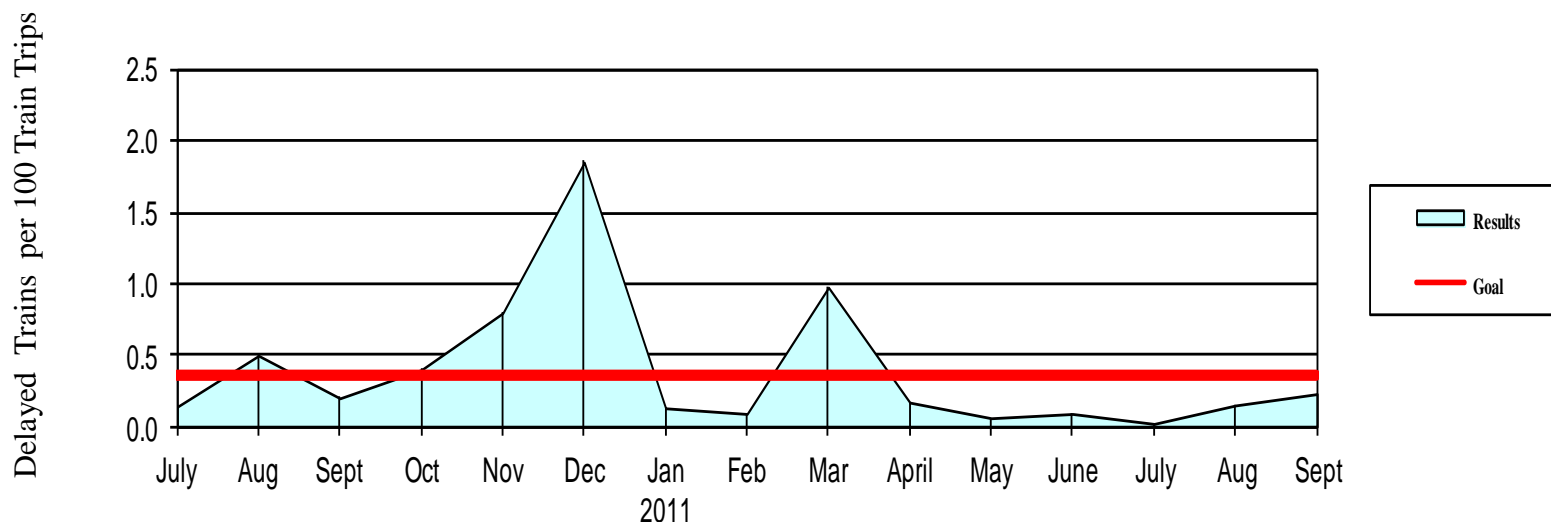
Includes ICS computer & SORS, Delays per 100 train runs



✓ Goal met

# Traction Power

**Includes Coverboards, Insulators,  
Third Rail Trips, Substations,  
Delays Per 100 Train Runs**

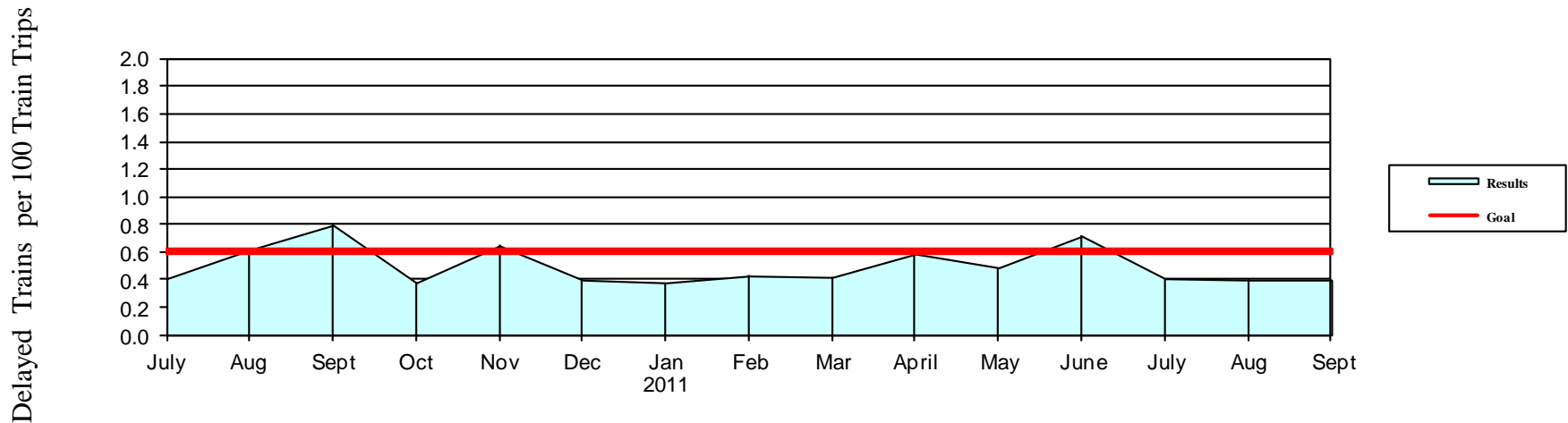


- ✓ Goal met
- ✓ Coverboard third bracket project has resulted in tangible train service improvement, will look for opportunities to expand to R, M, W and L lines



# Transportation

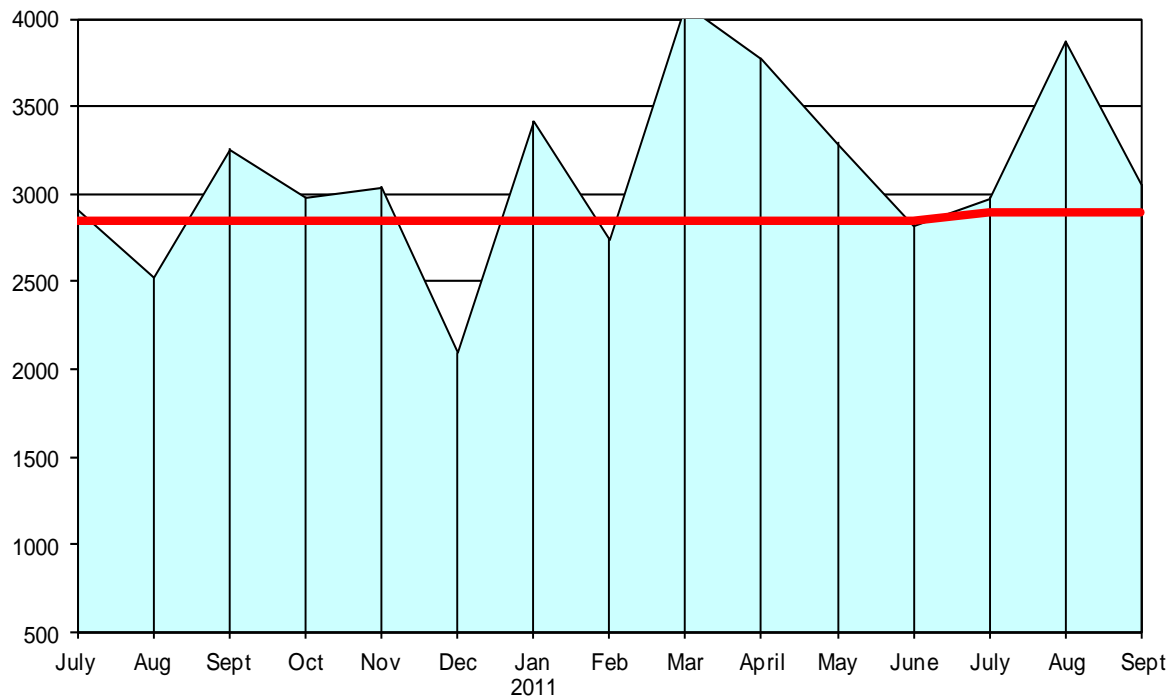
**Includes Late Dispatches, Controller-Train  
Operator-Tower Procedures and Other  
Operational Delays Per 100 Train Runs**



✓ Goal met, steady performance

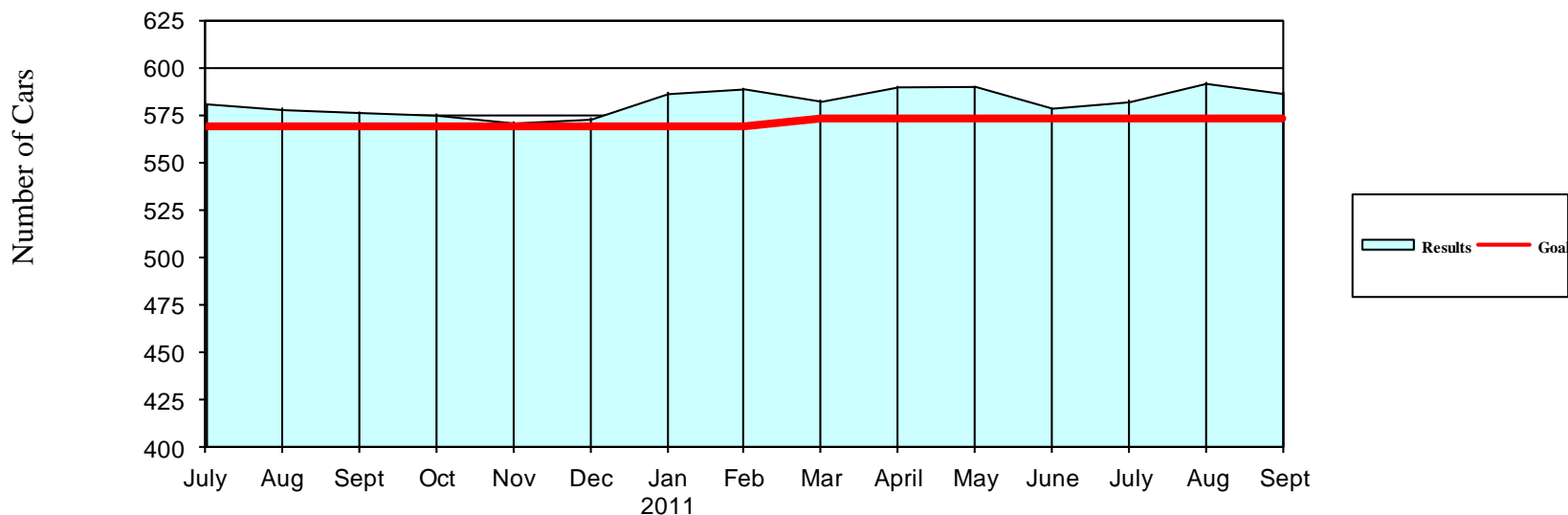
# Car Equipment - Reliability

Mean Time Between Failures (Hours)



- ✓ Goal increased to 2,900 hours
- ✓ Goal met
- ✓ Continued encoder problems

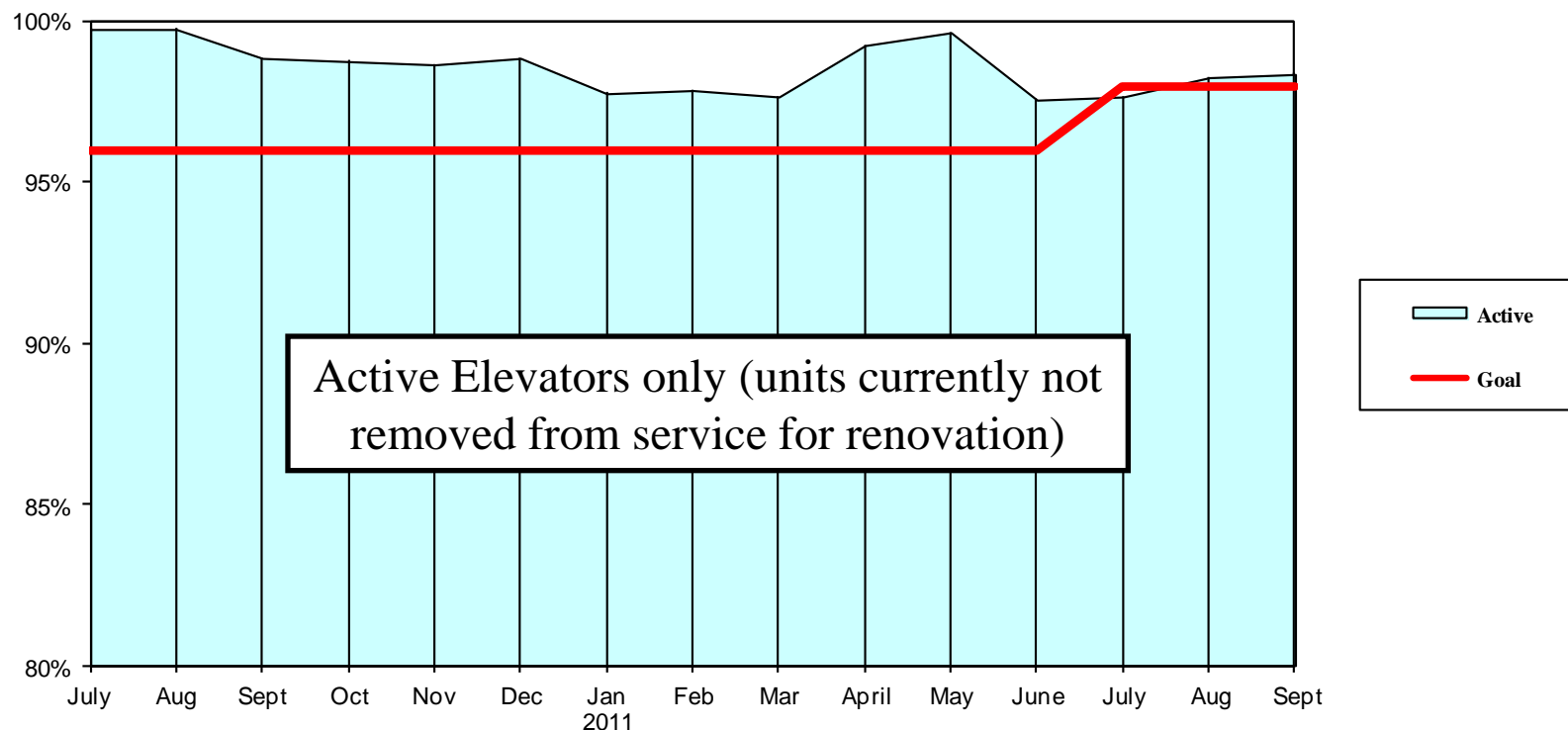
# Car Equipment - Availability @ 0400 hours



✓ Goal met

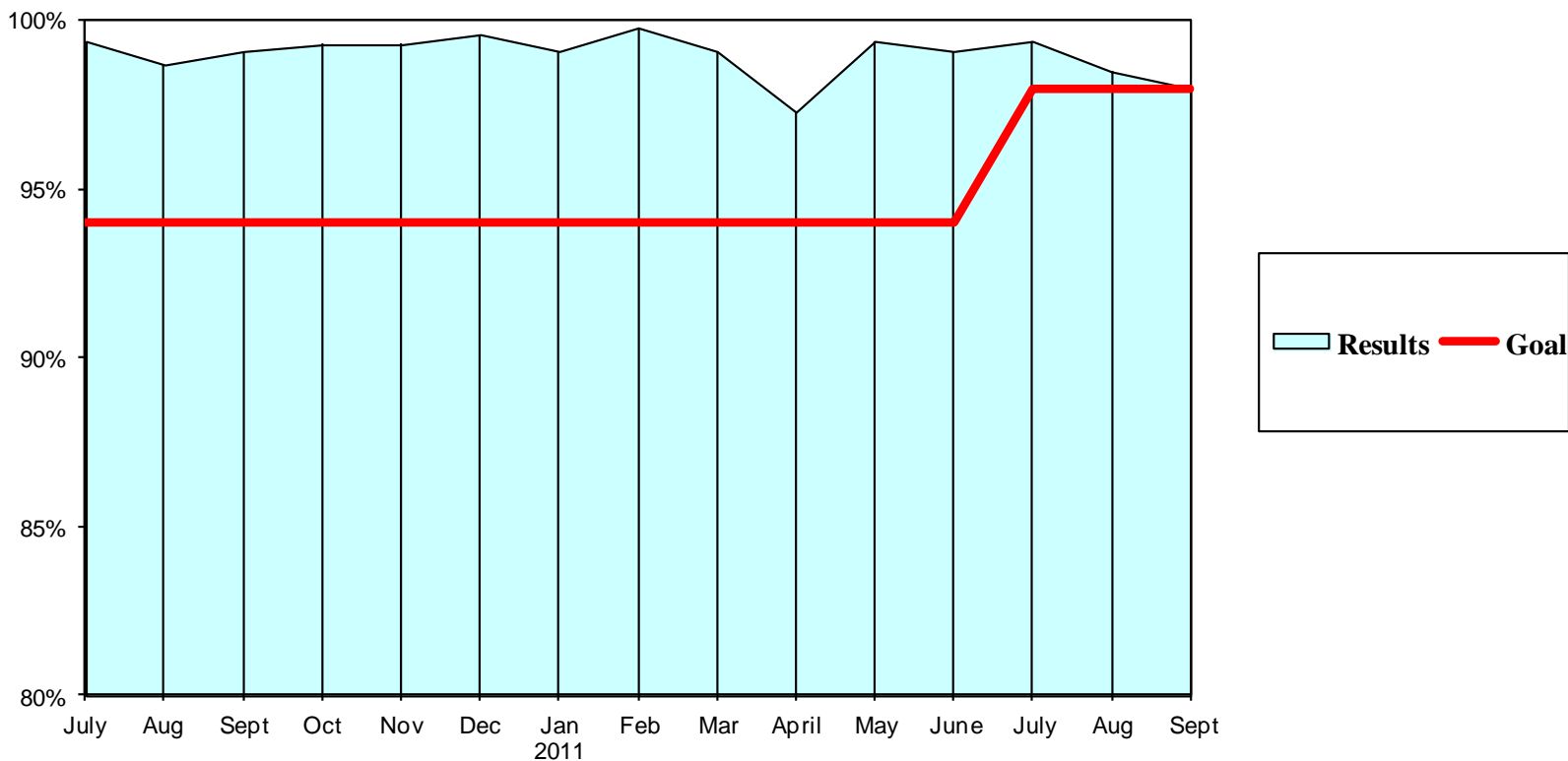


# Elevator Availability - Stations



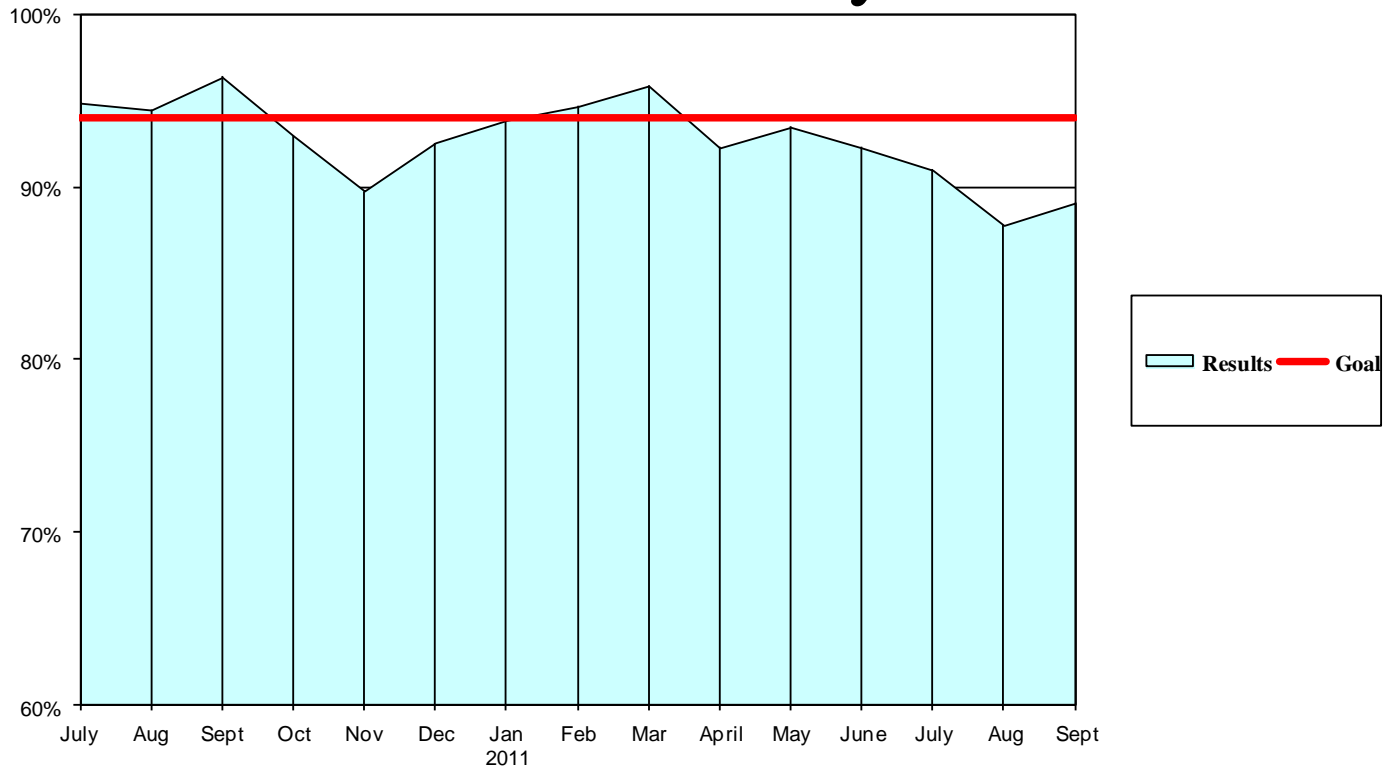
- ✓ Goal raised from 96% to 98%
- ✓ Goal met

# Elevator Availability - Garage



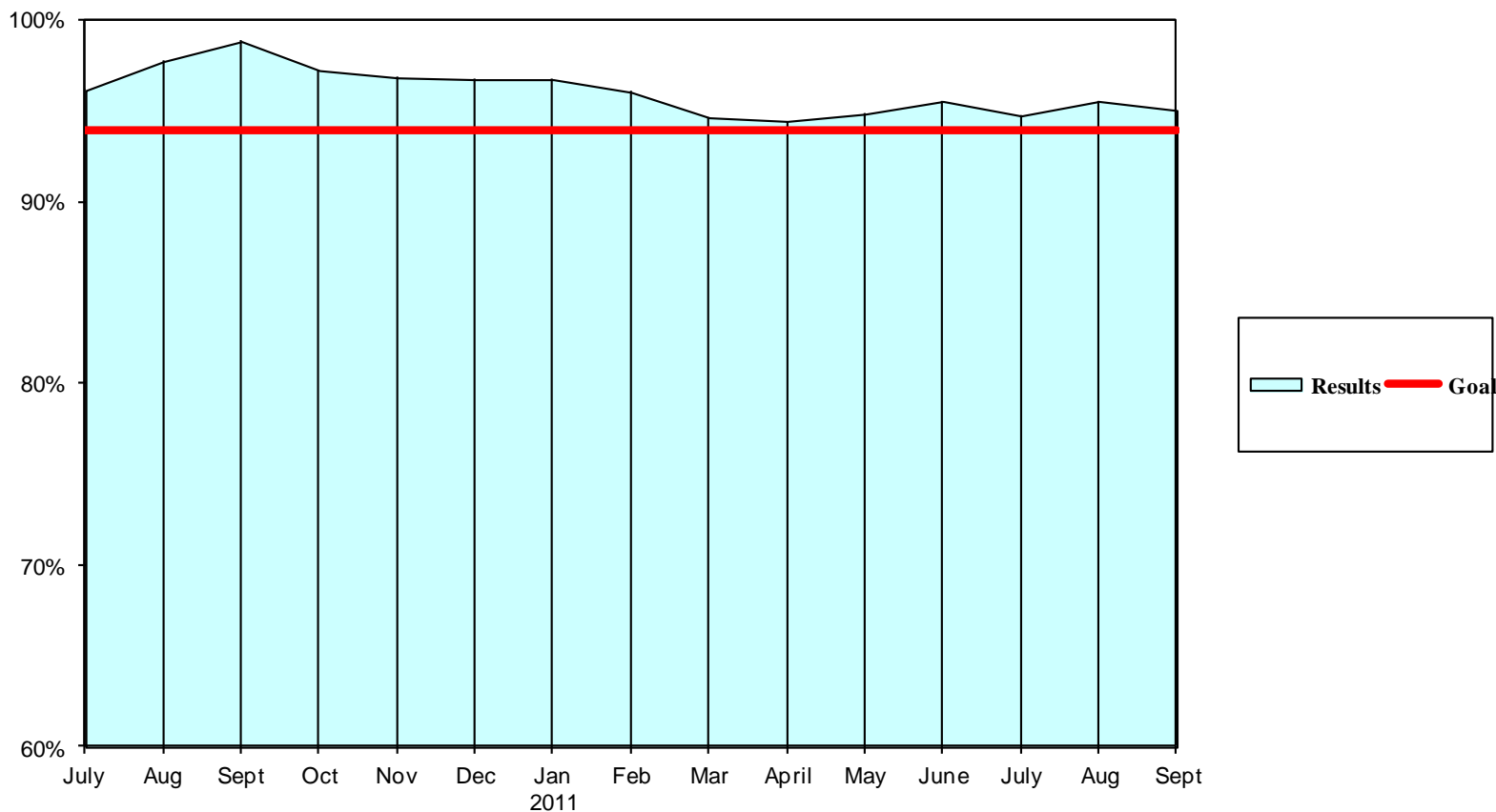
- ✓ Goal raised from 94% to 98%
- ✓ Goal met

# Escalator Availability - Street



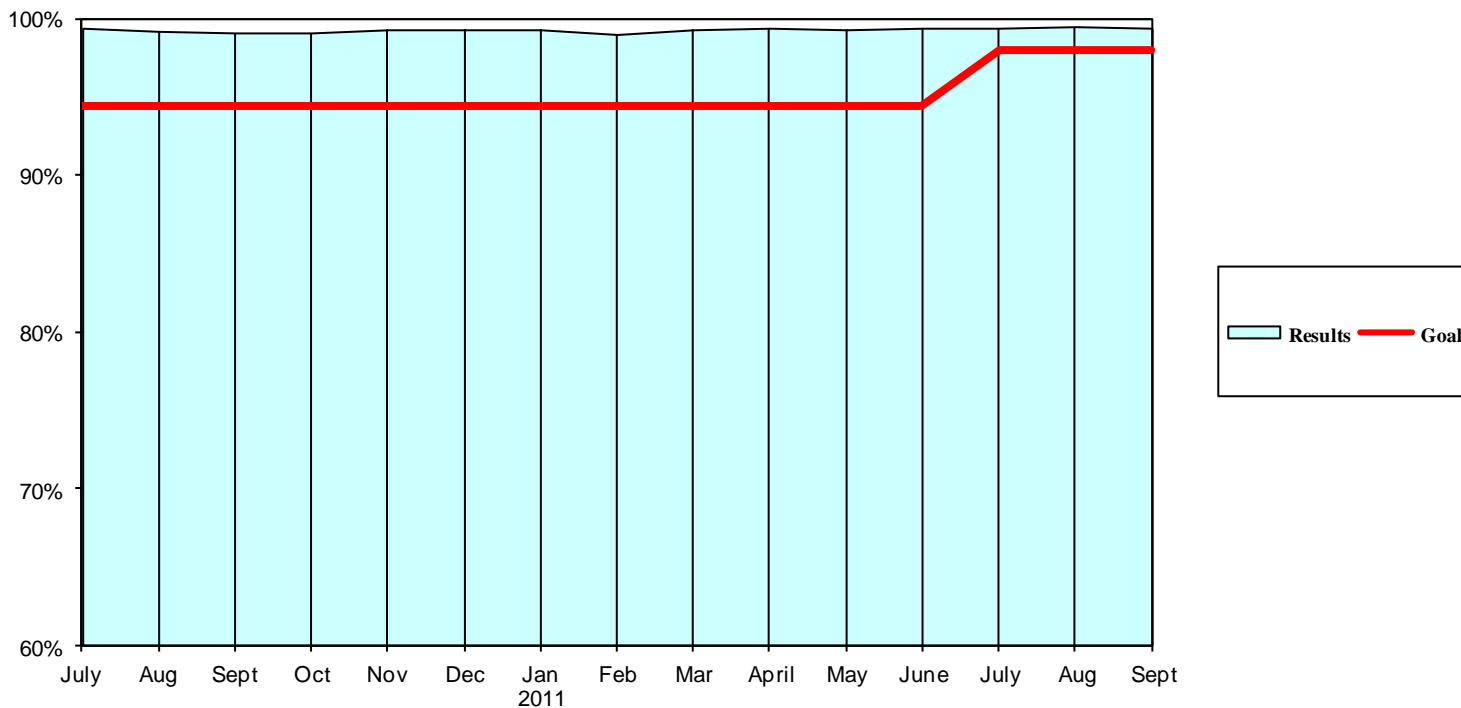
- ✓ 89.3% availability, goal not met, performance declined and is sub-par
- ✓ Longer term outages at downtown San Francisco stations and 12<sup>th</sup> Street
- ✓ Significant infusion of additional maintainers underway (7 operating positions), will take a few more weeks for all to be hired
- ✓ Scope and work plan development for rehabilitation of the 19 unreliable O&K street units is underway; seven positions and non-labor funding included in FY12 capital budget
- ✓ Plan to raise goal for Q3

# Escalator Availability - Platform



- ✓ 95.17% availability, goal met, performance slightly improved
- ✓ Additional resources identified on previous page will help
- ✓ Goal will be raised in Q3

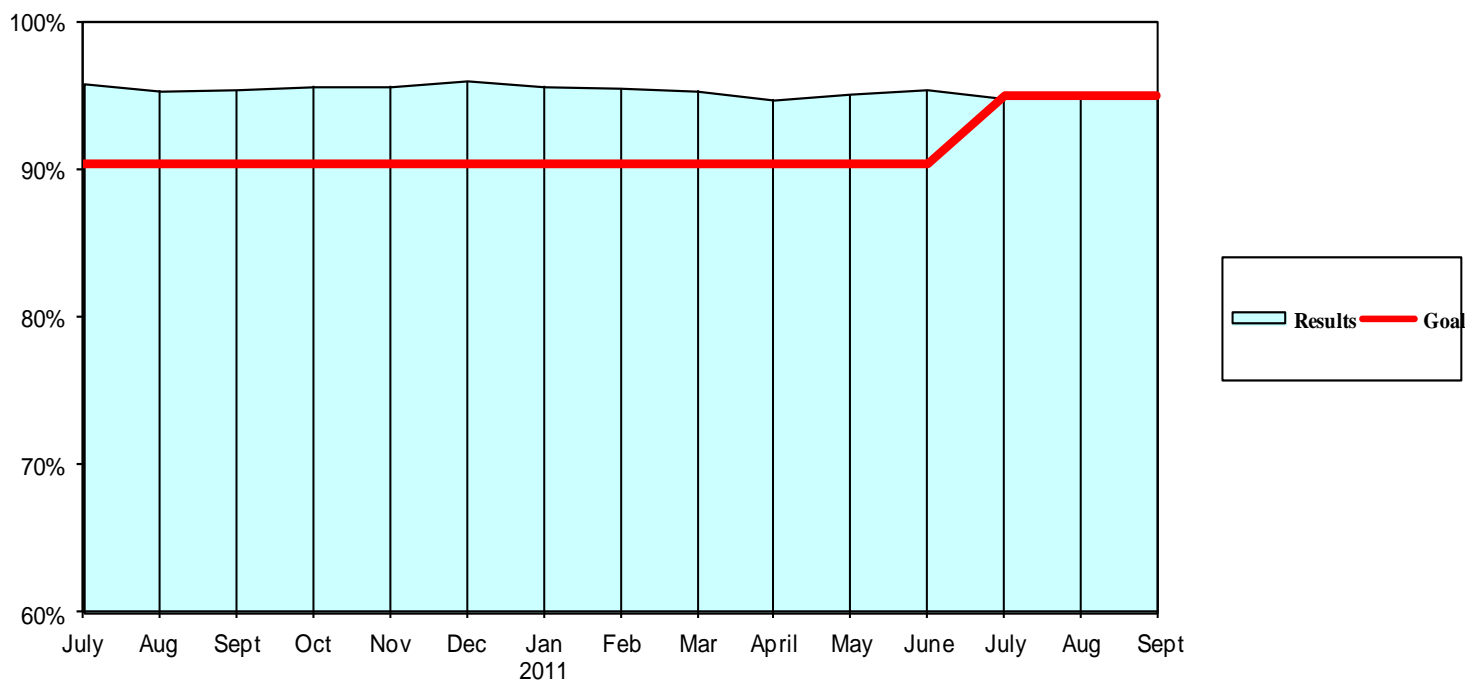
# AFC Gate Availability



- ✓ Goal raised to 98%
- ✓ Availability of AFC Gates above goal (99.43%)
- ✓ Parking Validation Machine availability 99.9%

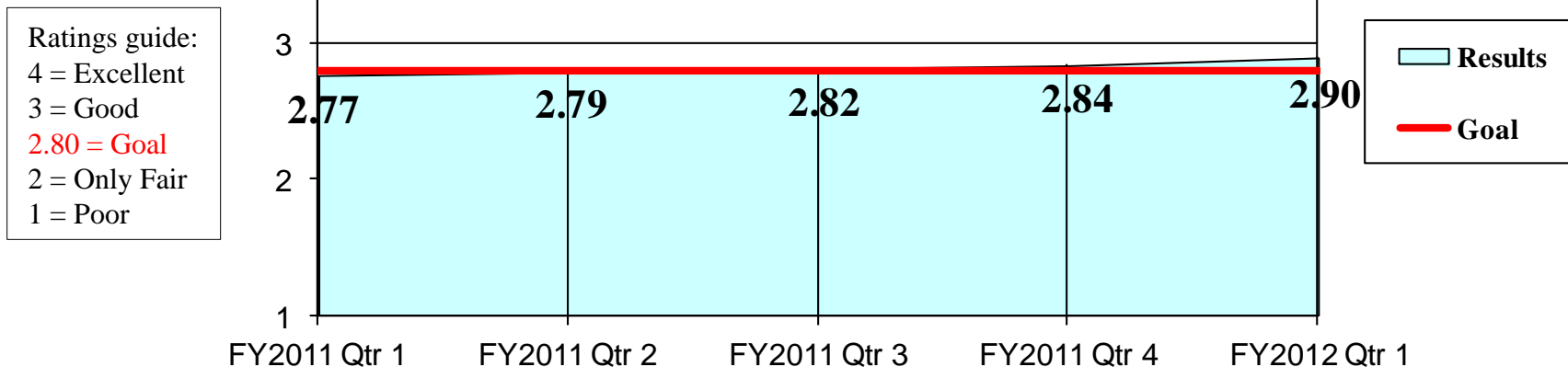


# AFC Vendor Availability



- ✓ Goal raised to 95%
- ✓ Goal met
- ✓ Availability of Add Fare 98.2%
- ✓ Availability of Add Fare Parking 98.2%
- ✓ Keypad upgrade complete

## Environment - Outside Stations



### Composite rating of:

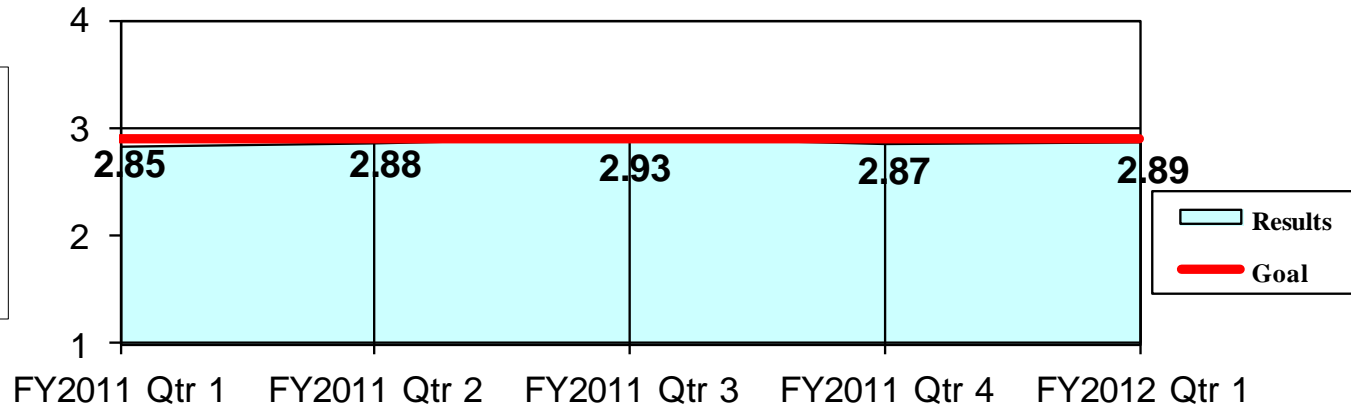
Walkways & Entry Plaza Cleanliness (50%)	2.83
BART Parking Lot Cleanliness (25%)	3.13
Appearance of BART Landscaping (25%)	2.81

- ✓ Goal met, continued improved performance
- ✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 70.3%
  - Parking Lots: 85.1%
  - Landscaping Appearance: 70.3%



# Environment - Inside Stations

Ratings guide:  
 4 = Excellent  
 3 = Good  
 2.90 = Goal  
 2 = Only Fair  
 1 = Poor



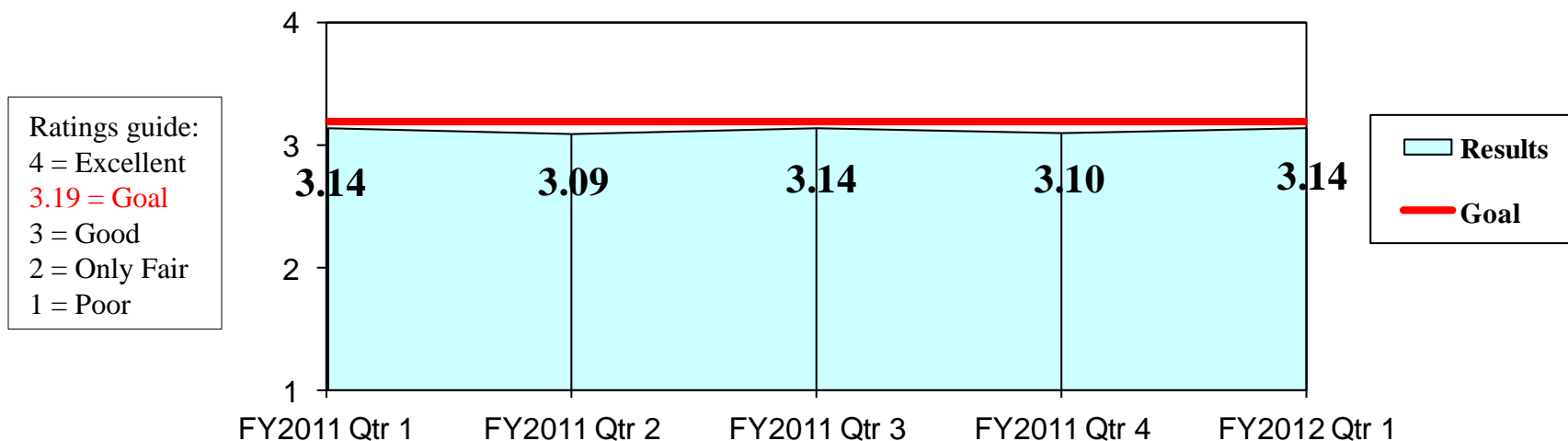
## Composite rating for Cleanliness of:

Station Platform (60%)	3.04
Other Station Areas (20%)	2.86
Restrooms (10%)	2.26
Elevator Cleanliness (10%)	2.65

- ✓ Goal not met, but slightly improved
- ✓ Cleanliness ratings of either Excellent or Good:
 

Station Platform: 82.1%	Other Station Areas: 73.5%
Restrooms: 43.6%	Elevators: 61.6%
- ✓ Staffing impacted area, upgrading equipment to improve performance
- ✓ Greater focus on elevators may marginally impact other areas

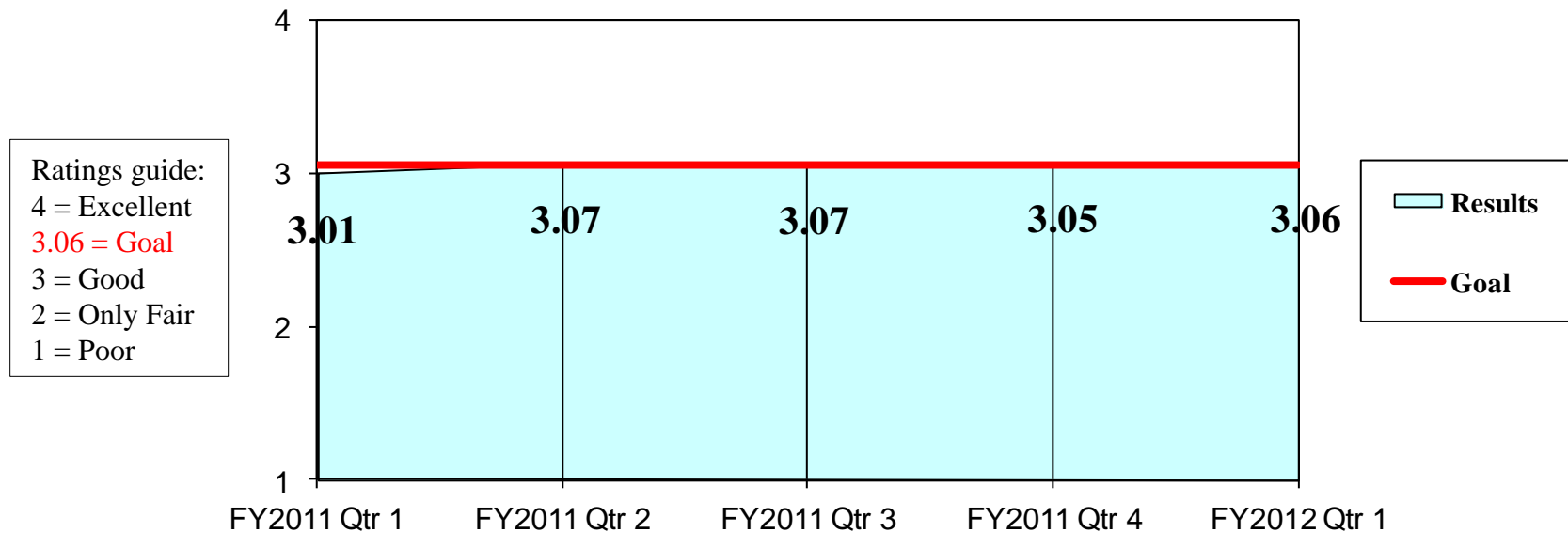
# Station Vandalism



Station Kept Free of Graffiti

- ✓ Goal not met
- ✓ 85.1% of those surveyed ranked this category as either Excellent or Good

# Station Services



## Composite rating of:

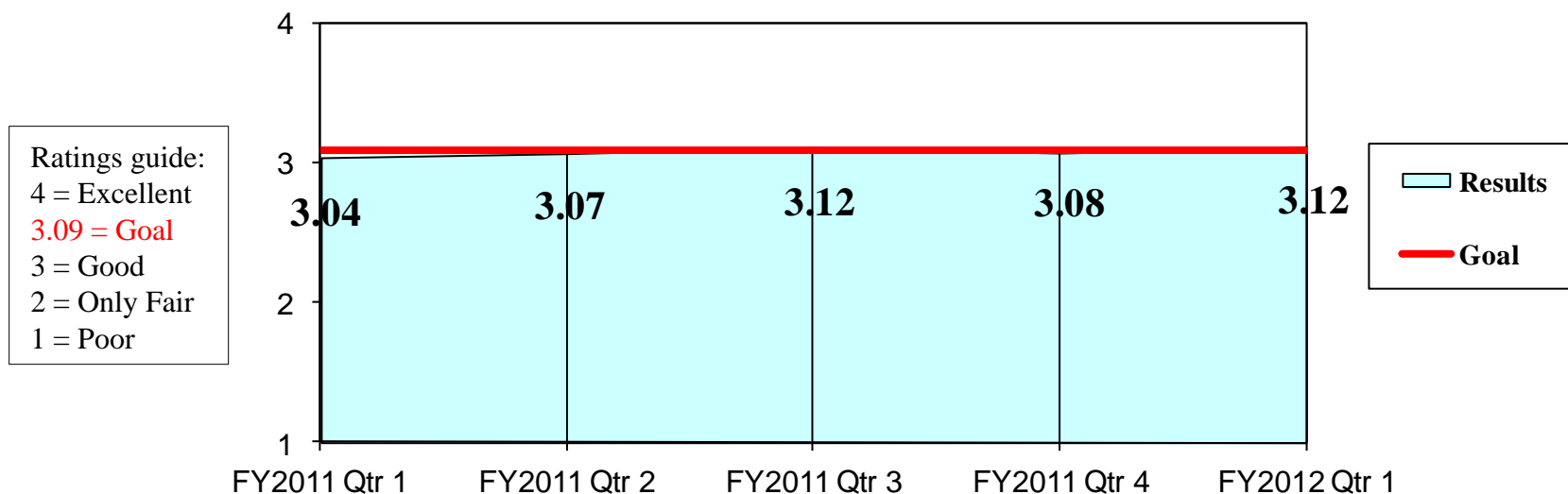
Station Agent Availability (65%)	3.01
Brochures Availability (35%)	3.13

- ✓ Goal met
- ✓ Availability ratings of either Excellent or Good:
 

Station Agents: 80.0%	Brochures: 84.1%
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# Train P.A. Announcements

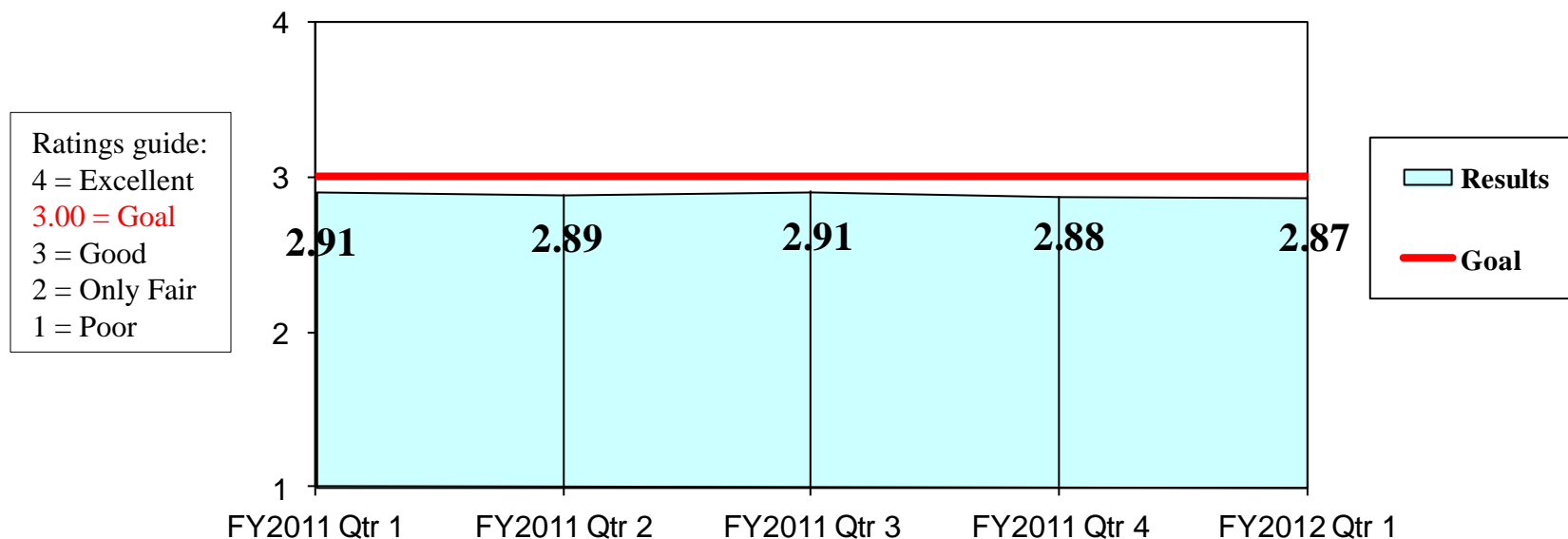


## Composite rating of:

P.A. Arrival Announcements (33%)	3.07
P.A. Transfer Announcements (33%)	3.06
P.A. Destination Announcements (33%)	3.22

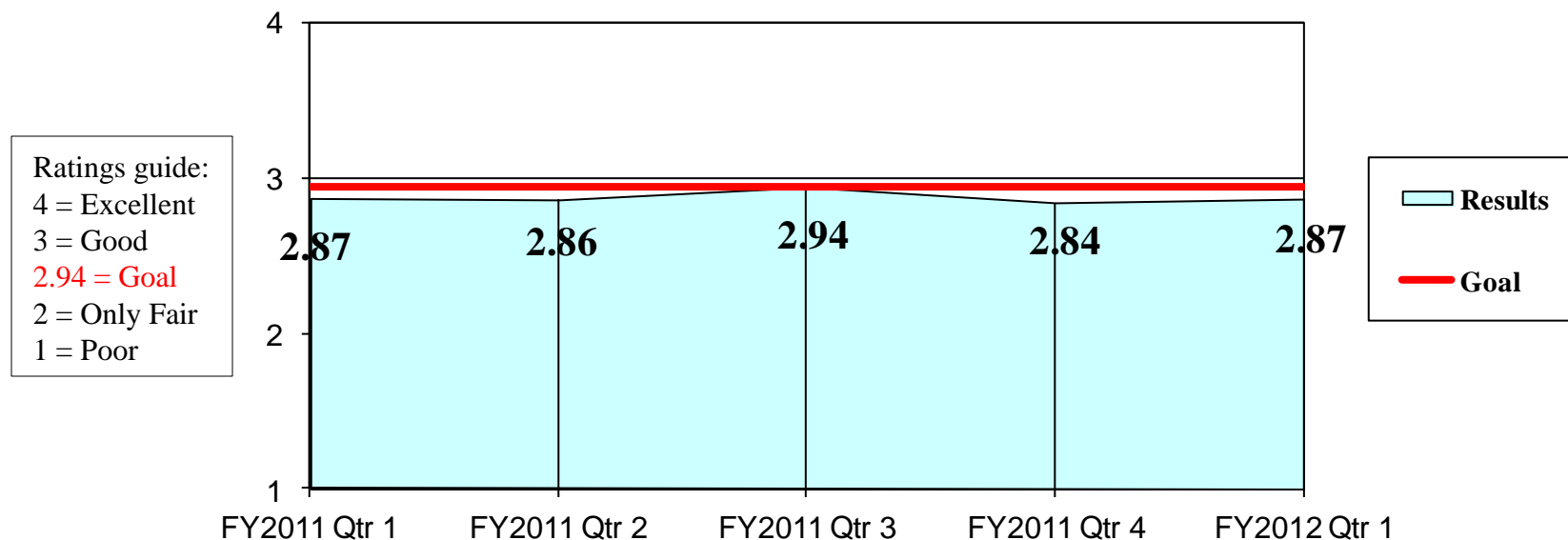
- ✓ Goal met, improved performance
- ✓ Announcement ratings of either Excellent or Good:
  - Arrivals: 78.7%                      Transfers: 78.7%
  - Destinations: 84.9%

# Train Exterior Appearance



- ✓ Goal not met
- ✓ 76.3% of those surveyed ranked this category as either Excellent or Good
- ✓ Deliberate effort to reduce weekly duplicate washes

# Train Interior Cleanliness



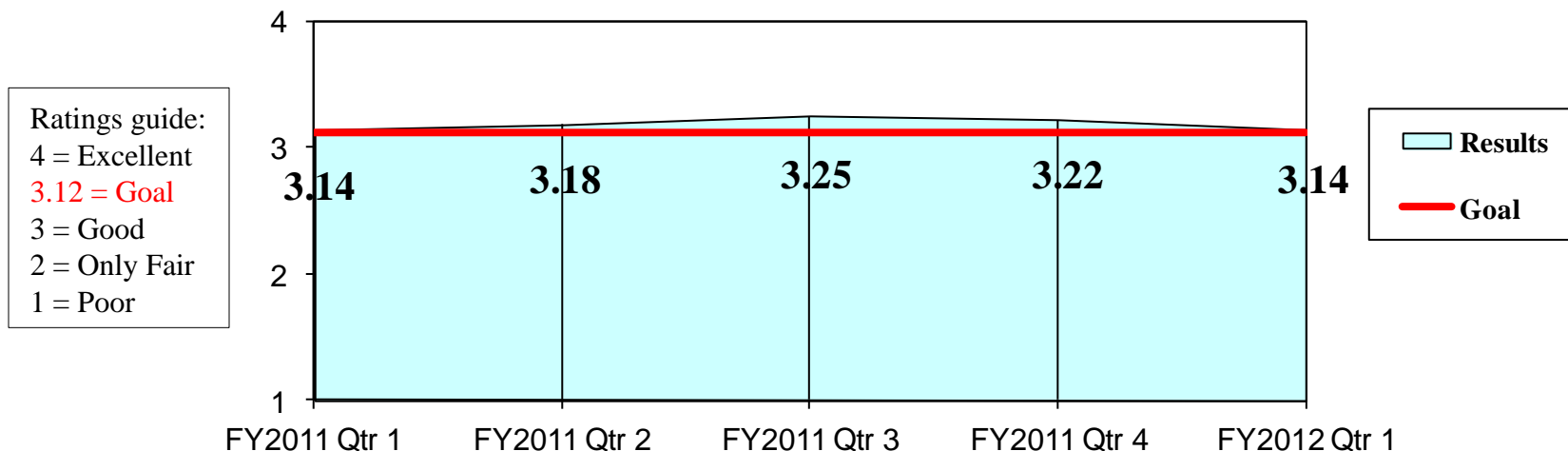
## Composite rating of:

Train interior cleanliness (60%)	2.54
Train interior kept free of graffiti (40%)	3.35

- ✓ Overall goal not met, “interior free of graffiti” component met
- ✓ Train Interior ratings of either Excellent or Good:  
 Cleanliness: 55.8%      Graffiti-free: 92.0%
- ✓ Continued area of focus, end of line cleaning hours/resources recently increased



# Train Temperature

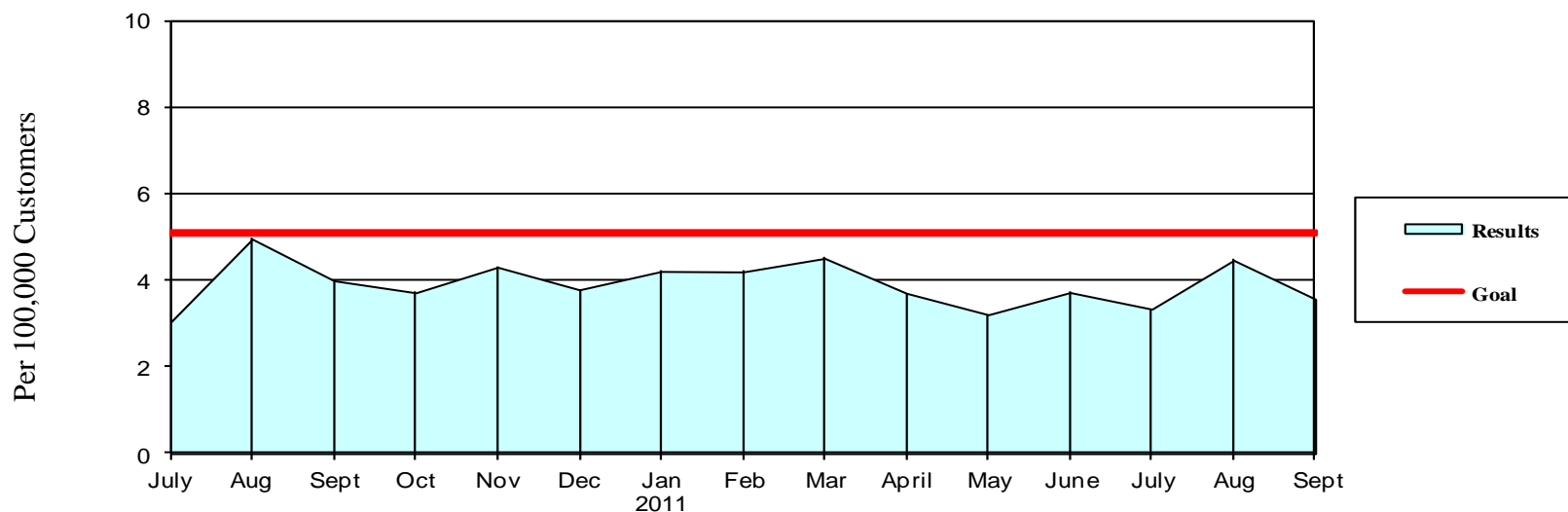


Comfortable Temperature Onboard Train

- ✓ Goal met
- ✓ 84.3% of those surveyed ranked this category as either Excellent or Good
- ✓ C1 car A/C undersized

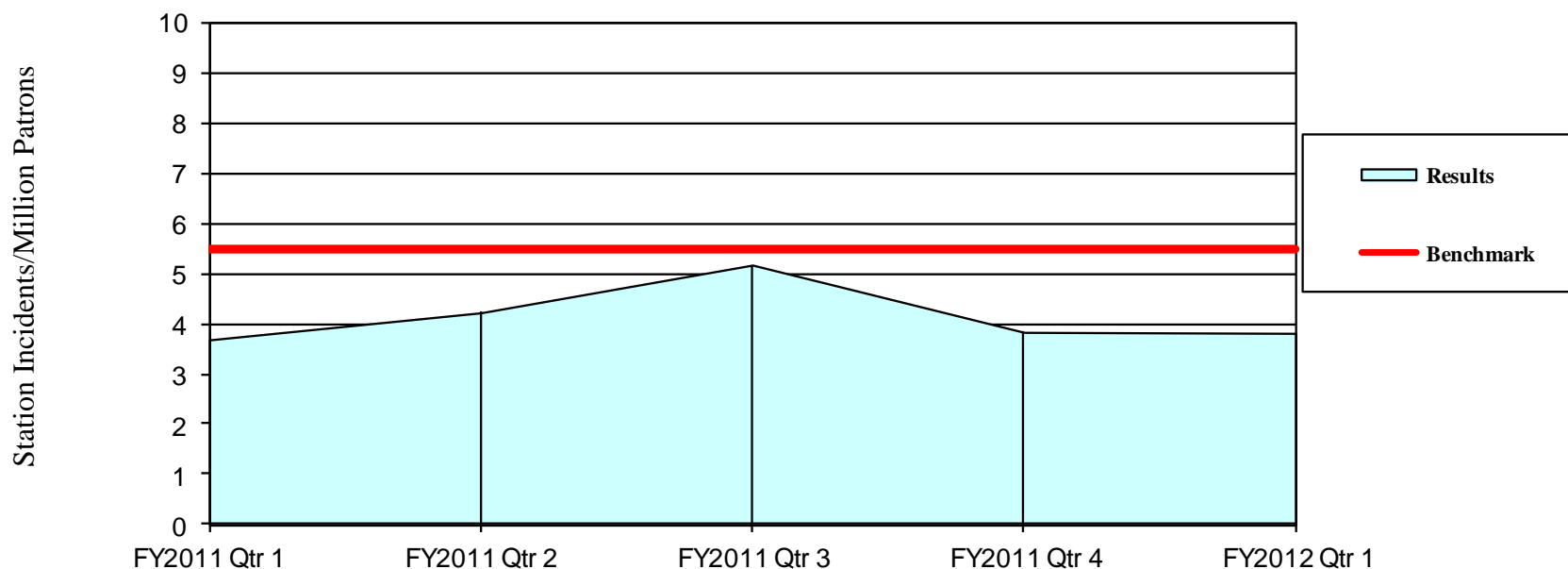
# Customer Complaints

## Complaints Per 100,000 Customers



- ✓ Total complaints are up 11% from last quarter, up 0.6% when compared with the first quarter of last year.
- ✓ Complaint count increased substantially in the categories of Policies (cell phone outage) and M&E (escalators). Parking and Station Cleanliness complaints also increased.
- ✓ Complaints decreased significantly for Service, Train Cleanliness and AFC.
- ✓ Compliments saw almost a tripling with many supportive of the District's response to disruptive protest activity in August.

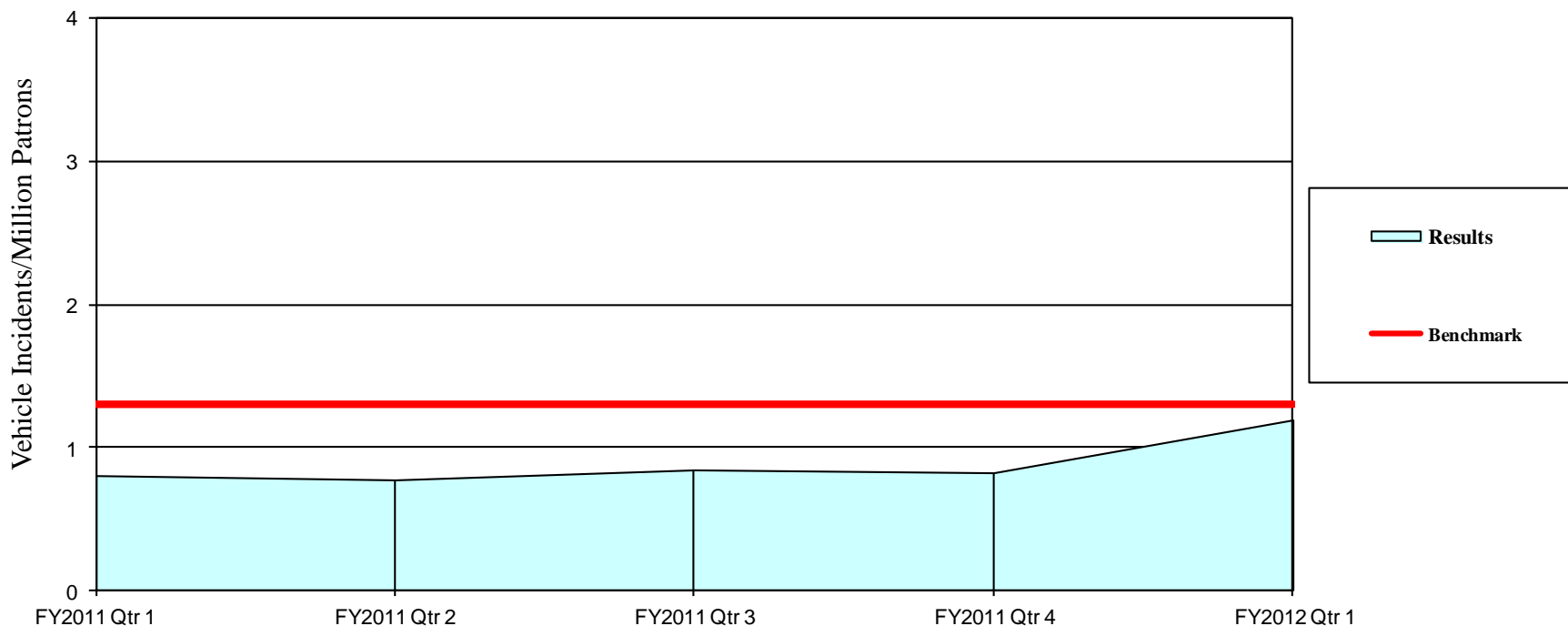
# Patron Safety: Station Incidents per Million Patrons



✓ Level

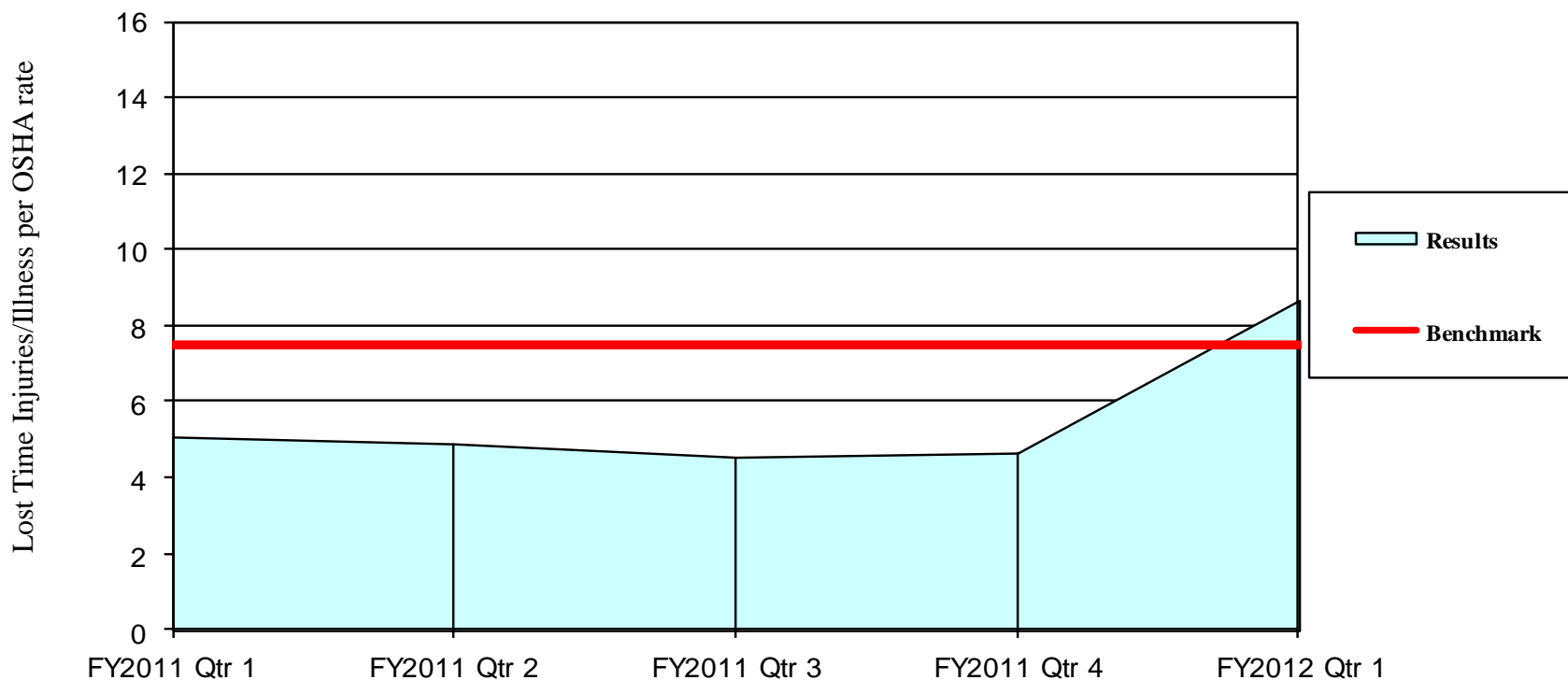
# Patron Safety

## Vehicle Incidents per Million Patrons



✓ Up

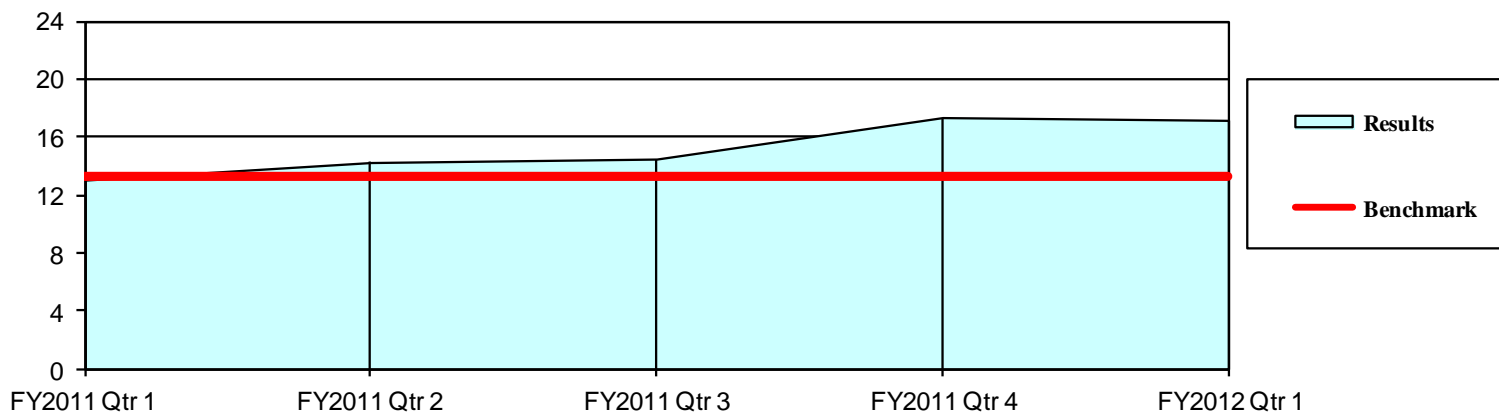
# Employee Safety: Lost Time Injuries/Illnesses per OSHA Incidence Rate



✓ Up

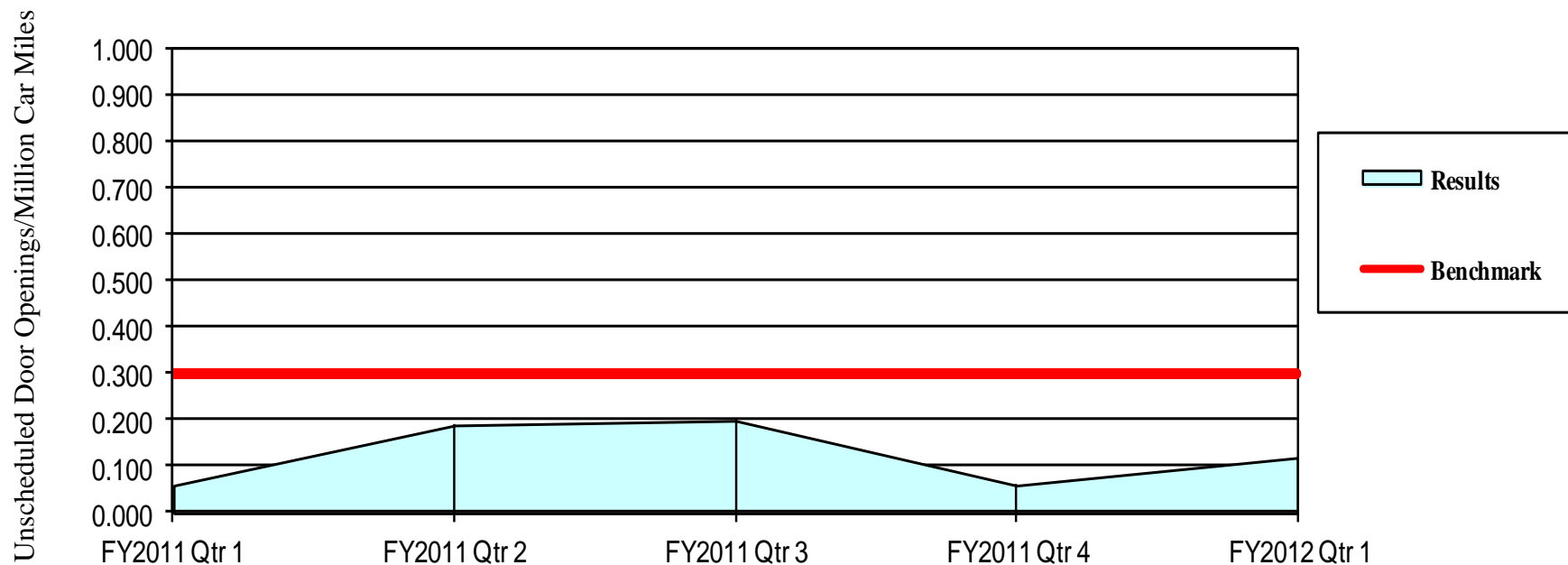
# Employee Safety: OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

OSHA Recordable Injuries/Illnesses/OSHA rate



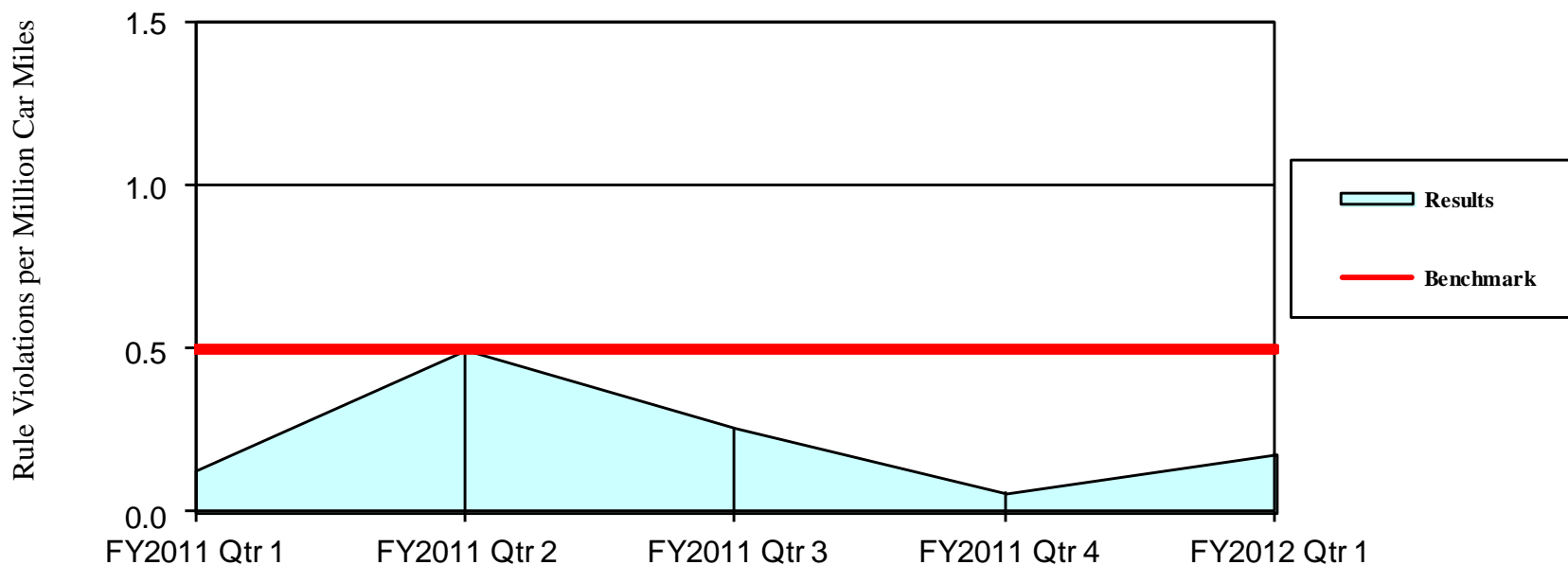
✓ Level

# Operating Safety: Unscheduled Door Openings per Million Car Miles



✓ Up

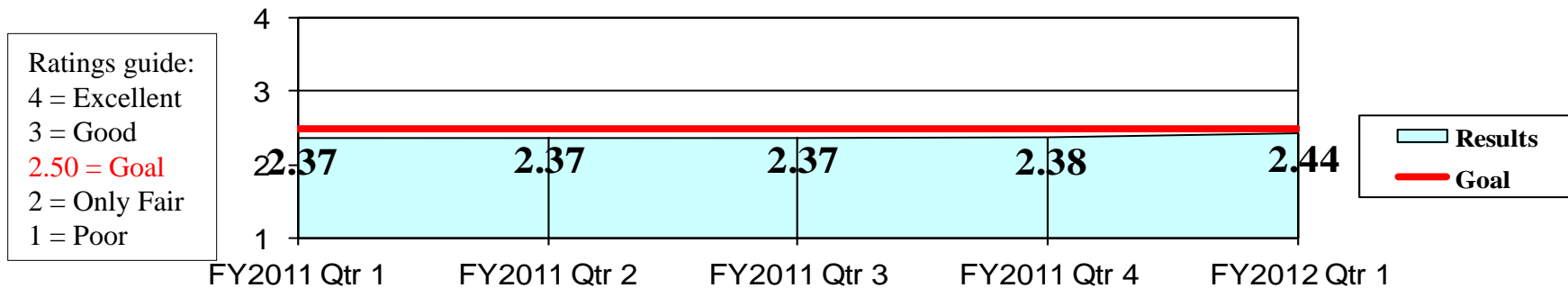
# Operating Safety: Rule Violations per Million Car Miles



✓ Up



# BART Police Presence

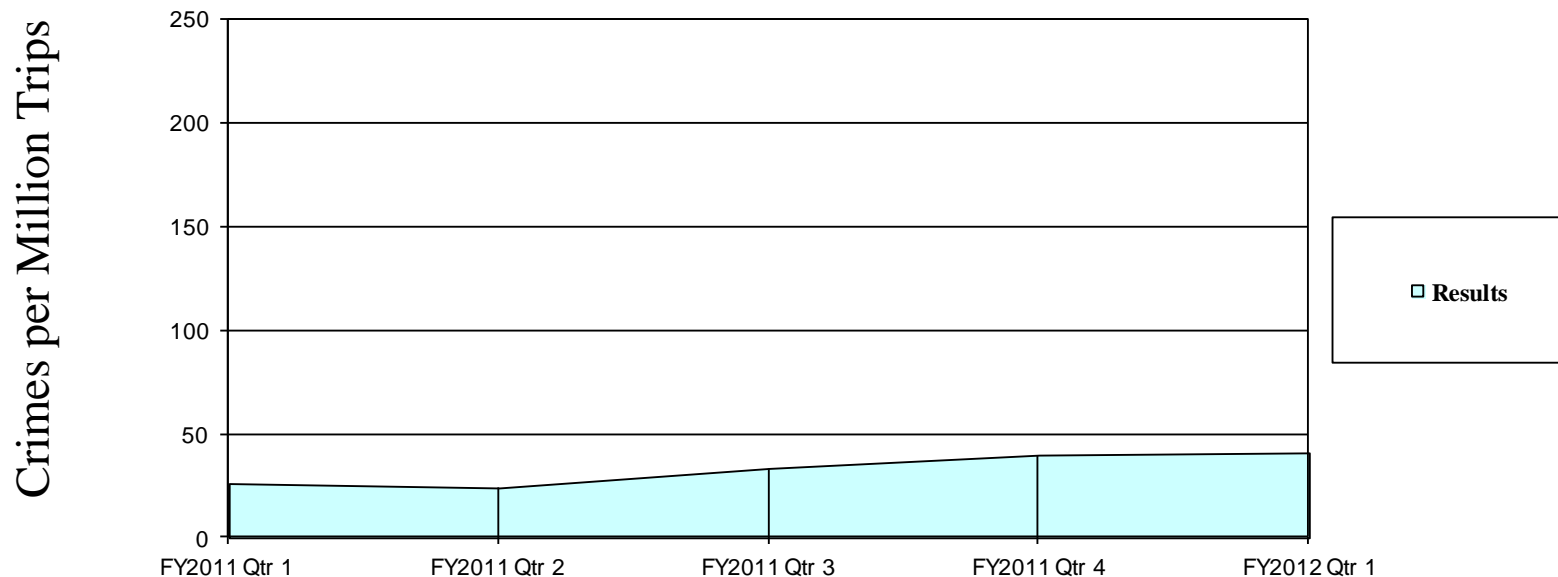


## Composite Rating of Adequate BART Police Presence in:

Stations (33%)	2.41
Parking Lots and Garages (33%)	2.52
Trains (33%)	2.38

- ✓ Adequate Presence ratings of either Excellent or Good:
- |                 |                             |
|-----------------|-----------------------------|
| Stations: 48.6% | Parking Lots/Garages: 53.9% |
| Trains: 46.8%   |                             |

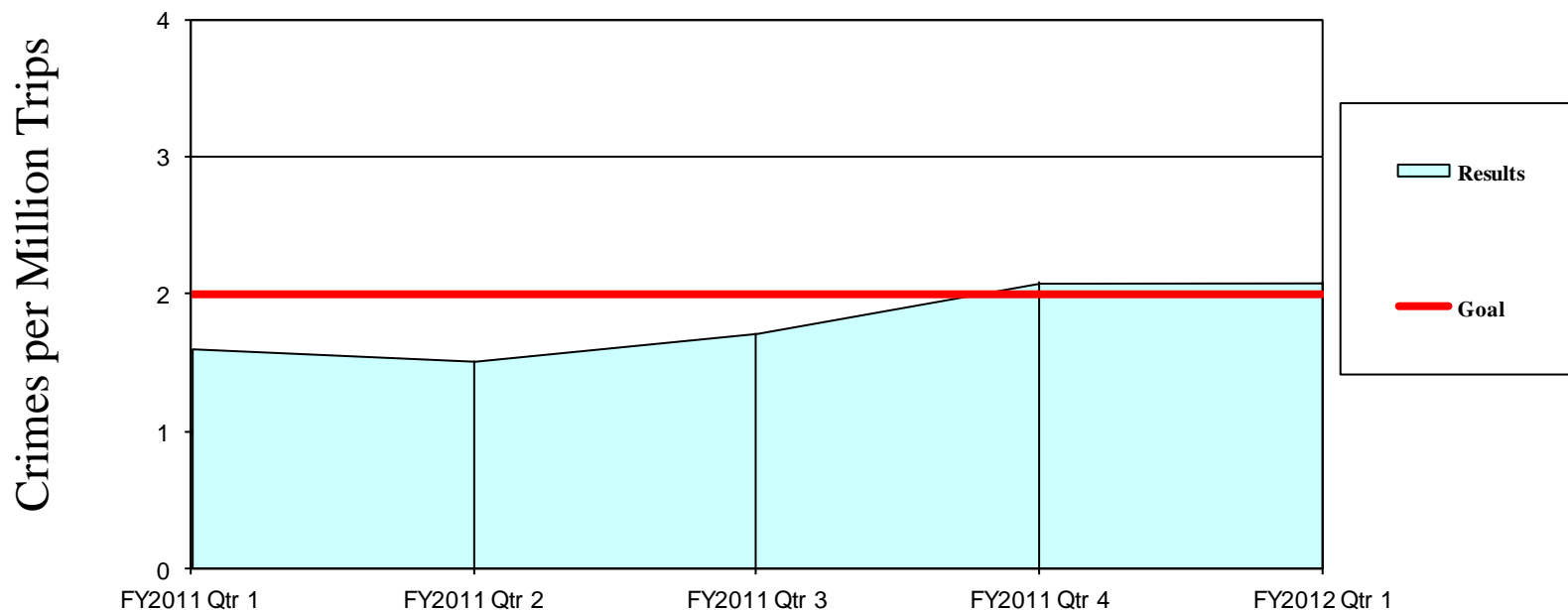
# Quality of Life\*



- ✓ Quality of Life incidents are up from last quarter, and up from the corresponding quarter of the prior fiscal year.

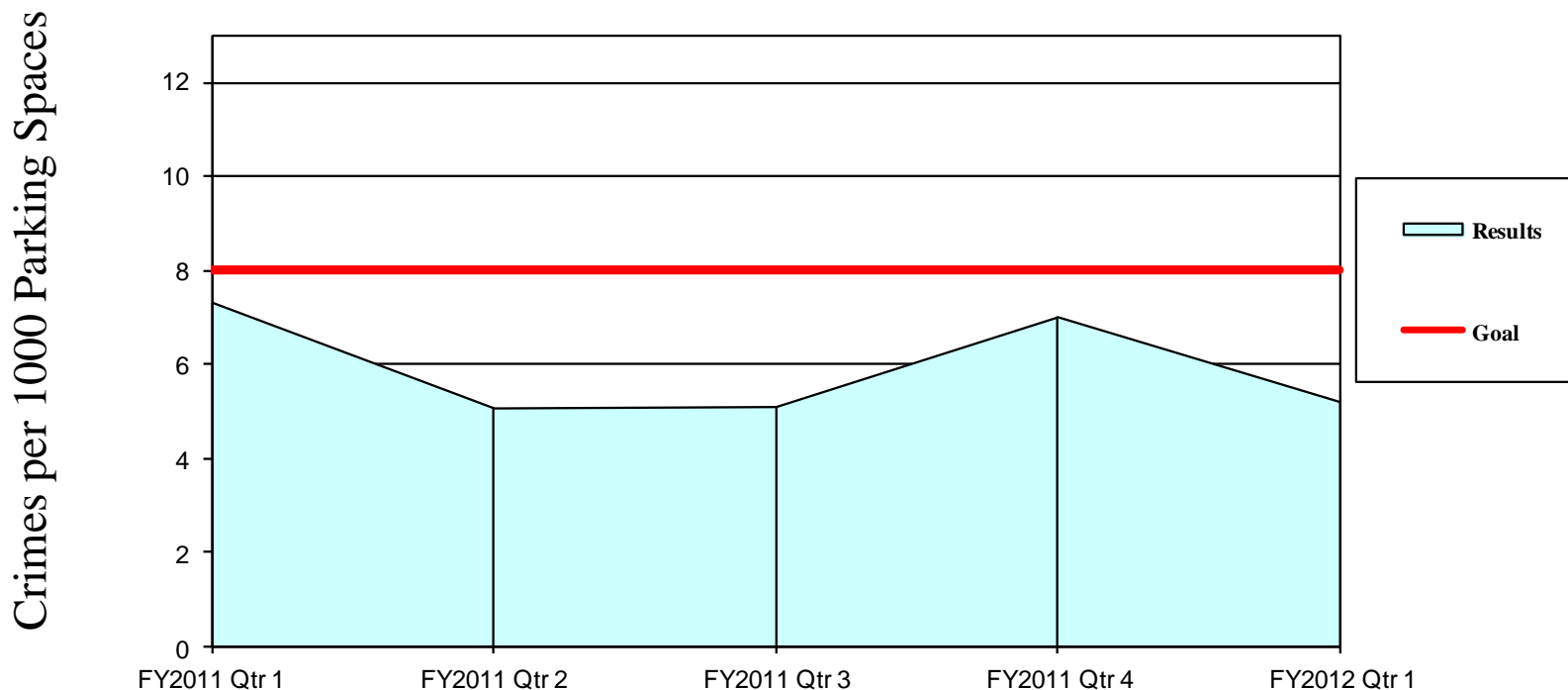
\*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration

# Crimes Against Persons (Homicide, Rape, Robbery, and Aggravated Assault)



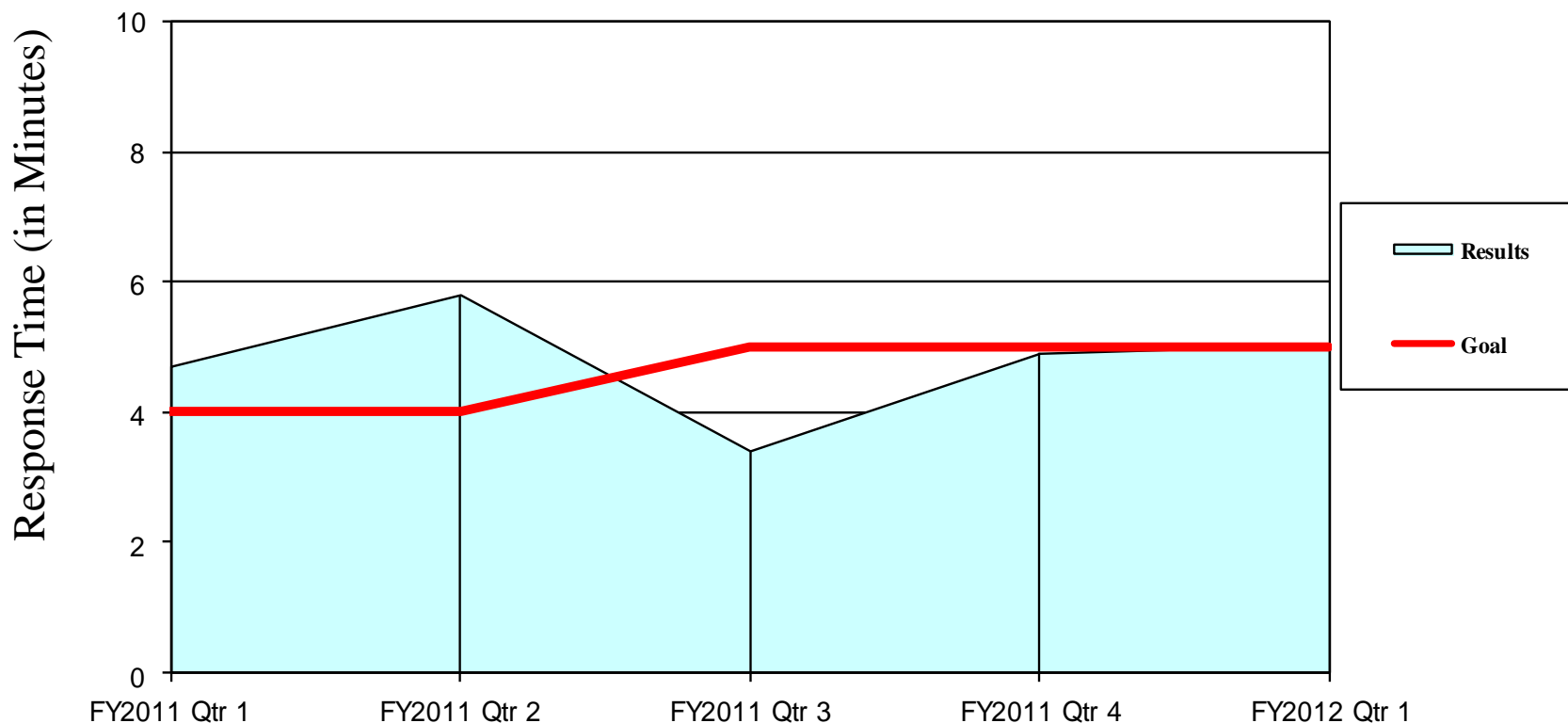
- ✓ Goal not met.
- ✓ Crimes against persons are up from the last quarter, and up from the corresponding quarter of the prior fiscal year.

# Auto Theft and Burglary



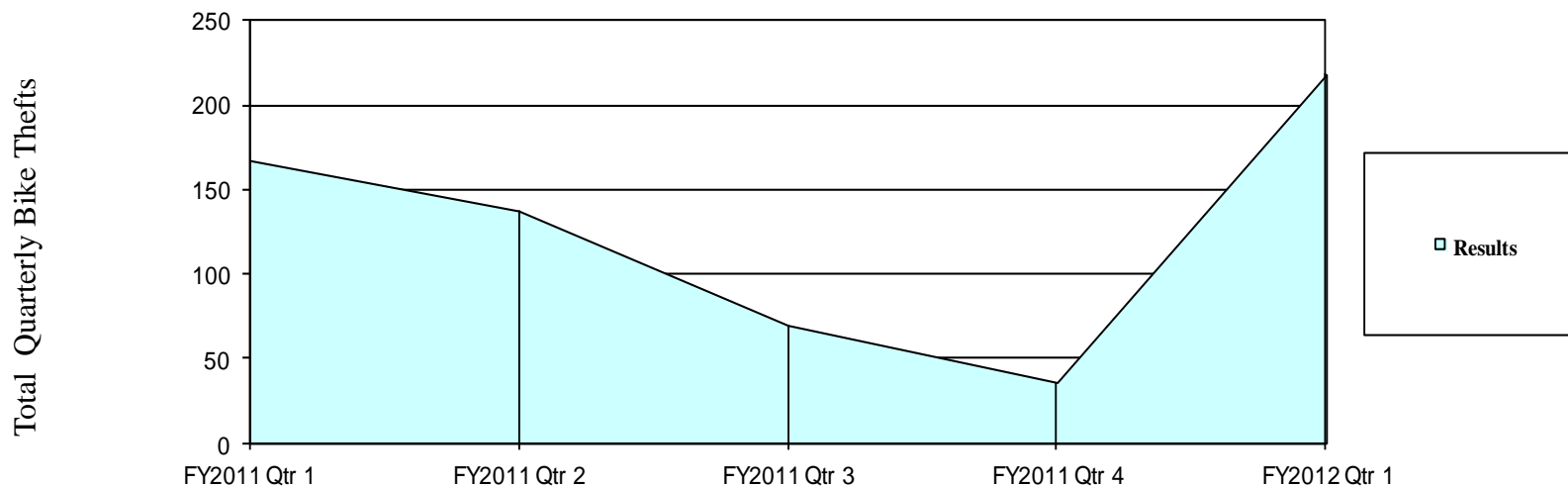
- ✓ Goal met.
- ✓ The number of incidents per thousand parking spaces are down from last quarter, and down from the corresponding quarter from the prior fiscal year .

# Average Emergency Response Time



✓ The Average Emergency Response Time Goal was met.

# Bike Theft



- ✓ 210 bike thefts for current quarter, up from 36 last quarter and up from the corresponding quarter of the prior fiscal year.